

Responses to Vendor Questions on RFP 2001-012  
Information Technology Support Services

SECTION 1: PROPOSAL ADMINISTRATION PROCEDURES

1.8

- 1. Question:** This paragraph limits vendors to no more than 3 attendees for the mandatory pre-proposal conference on February 23, 2001. After registration, is it permissible for the specific names of attendees to change as long as the limit of three per vendor is maintained?

**Answer: Yes.**

1.15.2

- 2. Question:** It is specified that “there are a number of features that are considered desirable...” and that “proposals that provide more of the desirable features or that meet them more effectively than another proposal will be given stronger consideration in vendor selection.” Please clarify how the “number of features that are considered desirable” should be interpreted. Section 5 (Desirable Requirements) specifies that Offerors may “propose other service categories” not found in Appendix D. Does this mean that “other service categories” are the desirable features? Please clarify how “stronger consideration” will be given and how “stronger consideration” will be factored into the overall evaluation of proposals.

**Answer: 1.15.2 is a generic paragraph. If you read Section 5, there really are no desirable requirements to be included in the proposal. Additional service categories are to be submitted at or prior to the pre -proposal Conference. None will be accepted after the conference. No additional consideration will be given to the submission of additional categories.**

1.18

- 3. Question:** Does the customer mean that they would like a table of contents with reference to every RFP line item or a matrix which references RFP requirements to sections within the contractor's proposal.

**Answer: Your response must be in the format outlined in Section 1.18.'The proposals should be organized in the exact order in which the requirements are presented in the RFP and should be page numbered. The proposal should contain a table of contents which cross references the RFP requirement and the specific page of the response in your proposal.**

- 4. Question:** Is there a specific form we should be using or is a letter on the company's letterhead inserted in the proposal sufficient to satisfy this requirement?

**Answer: Yes. Download the Amendment, sign the second page and return it with the Technical Proposal on March 23, 2001.**

- 5. Question:** When preparing the proposal packet, do we need to include an actual copy of the issued RFP or just our response, as outlined in the instructions and the amendments?

**Answer: Just your response in the format outlined in Section 1.18.**

1.18.c

Regardless of whether or not a desirable is being proposed, all desirables should be identified as to their availability and associated costs.

6. **Question:** Are the associated costs of desirables to be shown as additional costs "bundled" into the base rate?

**Answer: No. Identify the desirables as separate costs.**

1.19, 2.1.5b and 2.1.8

7. **Question:** Is a separate proposal to be prepared for each service category, or is one proposal submitted covering all service categories for which we are bidding?

**Answer: One proposal submitted covering all service categories for which you are bidding is correct.**

1.22

If the vendor desires to propose additional products and/or services which it believes would benefit the COV (but are not required to successfully complete the project as proposed), such items should be included and clearly identified as optional.

8. **Question:** Is this guidance applicable to the proposal to be submitted on March 23, 2001?

**Answer: Yes. Section 5.1 offers the vendors an opportunity to propose additional service categories. .**

**CORRECTION: Yes. Section 5.1 offers the vendors an opportunity to propose additional service categories. However, additional service categories are to be submitted at or prior to the pre-proposal Conference. None will be accepted after the conference. No additional consideration will be given to the submission of additional categories.**

9. **Question:** It is specified that the Offeror must be willing and able to deliver all products and services and to complete the project on a "firm fixed-price basis." Instructions on **page 28, Article 1, paragraph 3**, states that "An individual Work Order may be written into either of the following two types: " – Time and Material and Fixed Price. "Invoicing and Payment" instructions (Page 29, Article IV) provide instructions for both Time and Materials and Fixed Price Work Orders. It is our belief that your intent is to issue either Time and Materials or Firm Fixed Price orders depending on the service desired and/or client/agency requirements. Is this correct?

**Answer: Yes.**

1.24.e

10. **Question: paragraph 1.24e** identifies Participation of Small, Women-Owned and Minority-Owned Businesses as an evaluation criteria item. Is it the intent of the Commonwealth for offerors to respond with organized teaming partners or is it sufficient for the offeror to

definitively show past history in the use of small and minority owned business coupled with a plan for use in meeting the requirements of this solicitation?

**Answer: It is sufficient for the offeror to definitively show past history in the use of small and minority owned business coupled with a plan for use in meeting the requirements of this solicitation.**

1.28

Participation in State Procurement .....

11. **Question:** What is the definition of a Small Business?

**Answer: Corporation, partnership, sole proprietorship, or other legal entity formed for the purpose of making a profit which is independently owned and operated, has either fewer than 100 employees or less than \$1 million in annual gross receipts.**

9. **Question:** Paragraph 1.28 indicates submission of reports of past efforts and plans for involvement would meet the Commonwealth's goals and desires. Additionally, we presume that subcontractors may be added after award in order to meet the Commonwealth's actual requirements—is this correct?

**Answer: yes.**

10. **Question:** Section 1.31 discusses Industrial Funding Adjustment. Should the required information appear in the business proposal or the cost proposal?

**Answer: Until an award is made the only thing require from the vendor upon submission of a response is that "XYZ Co. understands the requirements and will comply."**

12. **Question:** Should the signed amendments be in the technical or cost proposal?

**Answer: Signed amendments should accompany the technical proposal.**

## SECTION 2: GENERAL VENDOR INFORMATION

2.1

13. **Question:** In view of the opportunities for Offerors to provide support at "off-shore" locations, can information be provided on where work has been accomplished "off-shore" during the last 12-18 months (by dollar amount, by contract, and/or by service category)? This historical information will be helpful to all Offerors in the preparation of cost proposals in support of "off-shore" operations.

**Answer: This information is not available.**

Section 2: 2.1.4, b.

14. **Question:** Request of audited financial statements. We are a financially strong company and being private, have reviewed financial statements. In addition, we have a strong D&B rating. Can a vendor be allowed to present reviewed financial statements in lieu of audited ones?

15. **Answer: Yes. ‘Other indicators of financial stability’ may include reviewed financial statements.**

2.1.5.b.

For each service category ..... and the number of contractors in place today.

16. **Question:** Does this mean the number of contractors submitted to a Commonwealth of Virginia agency or the number of contractors that would represent that service category but submitted to others including commercial firms?

**Answer: The number of contractors that would represent that service category must be for all your clients including commercial firms.**

2.1.5.b:

17. **Question:** As an established firm with many employees, we distinguish between placement of long term employee of our company for services to a client, and placement of an independent contractor, whose we may have temporarily engaged to perform services on behalf of a client and whose engagement ends when their work is done. Is the reference to ‘contractors’ in this paragraph inclusive of both.

**Answer: If you intend to place *your* long term employees into *IT temporary staffing positions* with COV using this contract, then they *may* be included in your count.**

2.1.5.c:

Attach a current list of the firm’s top three (3) revenue-generating clients for each category the Offeror is proposing personnel. Include the percent of total firm’s revenue generated from each of the three clients.

18. **Question:** Should contractor consider clients at agency level or should The Commonwealth of VA be considered as a whole.

**Answer: Agency level**

2.1.5 c.d.e.

19. **Question:** According to what time period (within the last 3 years, the year 2000, the last billing month, etc) will our top 3 revenue-generating clients be based upon? Basically, do you mean revenue generated during the last year (2000); what time period do we use to calculate the revenue?

**Answer: Revenue generated during the last 3 calendar years is required. However, if you are an organization that has been in business less than three years, then revenue generated during your existence is sufficient. Display revenue for each year separately.**

2.1.5.d.1.

20. **Question:** What would be acceptable "verifiable evidence" for placement of information technology professionals.

**Answer: Any evidence of annual revenues that is certified by a third party i.e. accountant, auditor, etc.**

2.1.5.e:

21. **Question:** By limiting the use of a particular staff member to one category when that person qualifies in two or more categories (such as Categories 1, 17, and 19) aren't you unfairly restricting the availability of resources for smaller companies that might not have a large number of staff in each of these categories? In other words, if we have to choose which category to put the staff in (say category 1), we might not qualify in the other categories (17 and 19) and yet be fully capable of supplying quality resources in those categories. If the purpose of obtaining the counts is to see if the companies have the resources, then we should be able to count the resources where they fit, in as many categories as they are qualified for.

**Answer: This question is answered in 2.1.5.b. However, to answer your question regarding in counting a IT professional in more than one service category, a contractor may be counted in multiple categories only if the vendor has a P.O. for each service the contractor is assigned.**

2.1.5 Vendor Qualifications

Provide number of information technology professionals that the firm currently has in place today for each of the service categories for which the Offeror is proposing personnel. An information technology professional can only be counted in one service category.

22. **Question:** It appears that Appendix G Column 4 referred to in Section 2.1.5b is asking for the same information. Should contractor answer this in both sections?

**Answer: No. The same information is requested in both, therefore, 2.1.5e. should be deferred to 2.1.5b, Appendix G. Eliminate 2.1.5.e.**

2.1.5

23. **Question:** If we bid as a wholly owned subsidiary company (our subsidiary is dedicated to government contracts only), what are the requirements for referencing our parent organization, and its off-shore development facility, in our proposal: Can we reference and include the parent organization's capabilities (since they are broader than ours, and their staff are available to work on our contracts)?

**Answer: No. If the parent company is bidding, they should submit a proposal. Resources cannot be counted for both parent and subsidiary.**

24. **Question** Page 10, Section 2.1.5 (Vendor Qualifications), paragraph b. The Table in Appendix G (Vendor Qualification Form) does not have anywhere to list "cost of contract" as described in paragraph b. Please clarify whether "cost of contract" is expected in our response and, if so, in what format it should be documented.

**Answer: 'cost of contract' should be replaced with 'average hourly rate'.**

25. Page 11, Section 2.1.5 (Vendor Qualifications), paragraph d, sub-paragraph 1. Please clarify the meaning of the phrase "placement of information technology professionals (ITSS)": Do you define the placement of contractors to include only temporary placement services? Do you define the placement of contractors to include project-oriented Information Technology (IT) consulting and systems development work (for example, an IDIQ project to develop an Information Technology Strategic Plan, or a fixed price contract to design and implement a Web Site)?

**26. Answer: temporary placement services only.**

2.1.6

27. **Question:** The offeror must provide three (3) references in the continental USA (preferably in Virginia) who can confirm the firm's qualifications ... Will the Commonwealth give preferential ratings to Virginia based companies over those not Virginia based?

**Answer: No.**

28. **Question:** Page 11, Section 2.1.6 (References), first sentence reads: "provide at least three (3) current references...per category". Are contracts that were completed recently considered as "current"? If so, how recently do they have to have been completed in order to be included as "current references" (for example, 12 months or 24 months or other)?

**Answer: current refers to the last 12 months. The contract does not have to be completed. You can use currently active clients.**

2.1.6

29. **Question:** Do we need to have 3 references for each category that we bid?

**Answer: Yes**

30. **Question:** If we have the ability to supply people in a category, but we do not have 3 references for that category, can we still bid that category?

**Answer: No**

2.1.7

**31. Question:** 2.1.7 asks for personnel who meet the qualification in Appendix D; however, page 15 4.1.3 asks for the resume in response to a task order. Appendix F, the resume form, is not referenced. Are resumes required in the proposal submission or only in response to a task order?

**Answer: Resumes are required only in response to a task order**

2.1.7 – Paragraph A-1 and A-2,

**32. Question:** You refer to “personnel”. I would like to confirm that the “personnel” you are referring to are the individuals that are we placing on-site vs. the vendors internal recruiting staff?

**Answer: We are referring to the individuals that you are placing on-site.**

**33. Question:** Do we have to identify an individual for each labor category bid?

**Answer: No.**

**34. Question:** Is it mandatory to bid all categories?

**Answer: No.**

2.1.7.a. 1 and 2.

**35. Question:** Will these be representative resumes, or will commitment to provide staff be an appropriate answer. In Section 4.1.3, resumes are required in response to agency work orders; is this when we will be required to submit resumes?

**Answer: The responses for 2.1.7.a.1,2,3 and 2.1.7.b,2.1.7.c should be 'will comply' or 'will not comply'. Neither further detail, nor resumes are required. Verification of these responses should be reflected in the completion of Appendix G form required in Section 2.1.5.**

2.1.7. 2, “Provide personnel who meet or exceed the minimum category qualifications set forth in Appendix D, Service Categories.”

**36. Question:** Where are the minimum qualifications listed?

**Answer: A contractor that possesses enough of the skills listed in the service category, to perform the service required.**

**37. Question:** What basis will the Commonwealth of Virginia use to evaluate the various rates and levels of expertise proposed by the bidders?

**Answer: Basis will be determined in the selection criteria weights which will not be available until COB March 23,2001.**

38. **Question:** Does the customer plan to provide the minimum level of education /experience required for each labor category, or is the minimum at the contractor / market discretion?

**Answer:** The minimum is at the contractor / market discretion.

39. **Question:** Page 12, Section 2.1.7 (ITSS Staff Qualifications), paragraph a, sub-paragraph 3, reads “specifically commit to making available...individuals with equal or superior qualifications...”. Please clarify what you mean by “specifically commit to making available”.

**Answer:** The vendor can state, at the time of the proposal submission, that the vendor has on staff and available, qualified personnel to fill the service category within the stated rate ranges.

2.1.8.b

Describe Offeror's plan ..... information will be reported.

40. **Question:** Is this billable or non-billable supervision?

**Answer:** The question refers to the vendor’s degree of oversight of its contractors. The billing of this time is a decision by the vendor and agency, not by the Commonwealth.

2.1.8.h

41. **Question:** In view of requirements that Offerors provide support without regard to geographical location within the Commonwealth of Virginia, can information be provided on where work has been accomplished geographically during the last 12-18 months (by dollar amount, by contract, and/or by service category)? This historical information will be helpful to all Offerors in the preparation of cost proposals.

**Answer:** This information is not available.

### SECTION 3: GENERAL DESCRIPTION AND CURRENT ENVIRONMENT

#### Section 3.2

42. **Question:** There are 19 current contracts in place for 15 categories. Can a copy of these contracts be obtained for review. If yes, whom can we contact to get the information?

**Answer:** The Freedom of Information Act is delineated in the Code of Virginia. Within that Act, time frames for providing written documentation to the requestor are stated. There are costs associated with providing documents, as well as exceptions to providing some documents. There is a wealth of information on ASD’s website that should provide all the information, at no cost and at the convenience of the requestor.

<http://asd.state.va.us/contract/contract.asp>



## SECTION 4: MANDATORY REQUIREMENTS

### 4.1.2

43. **Question:** This paragraph states the offeror may propose additional service categories at the pre-proposal conference. Is it the intent for this written offering to be provided only at the conference or may offers be submitted prior to the conference? Is there a specified format desired for the offer.

**Answer: Paragraph 5.1.1. states 'prior to or during the pre-proposal Conference.' Follow the format used in Appendix D.**

4.1.3 Vendor shall submit to the hiring agency an Information Technology Professional (ITSS) Qualification Form or resume for the proposed personnel in response to the agency's work order. ....The Vendor, upon receipt of the request, shall provide the Agency with the qualification forms or an acceptable alternative of Vendor's qualified and available personnel within ten (10) working days or fifteen (15) working days from the date of the request..... If the Agency, in its sole discretion, determines that the individual(s) reviewed is/are acceptable, the Agency shall issue a Purchase Order for the specified individual(s). The Commonwealth reserves the right to refuse any or all individuals presented by the Vendor.

44. **Question:** This states that the vendor has 10 or 15 days to provide qualified personnel for a request. Is this a negotiated time frame between the agency and vendor? If not, would the commonwealth consider stating this as a fixed time frame 10 or 15, one or the other?

**Answer: The time frame is up to 15 days.**

45. **Question:** There is no mention of a required response time from the Agency to respond back to the vendor. Would the Commonwealth consider including a reasonable required response time back from the agency to the vendor?

**Answer: No. The response time is negotiated with the agency.**

46. **Question:** Is it 10 or 15 based on particular categories as the current bodyshop contract specifies? If so we need the breakout of which categories are 10 days and which are 15.

**Answer: 4.1.3 refers to providing resumes for a new P.O. This point is clarified to read 'up to 15 days'. The 10 days can be removed from the statement. The number of days applies to all service categories.**

4.1.6 limits the start of personnel on a project until the vendor has been provided a written order issued under this contract and further indicates the work performed may not be accepted by the authorized users of the Commonwealth. Historically the actual receipt of the Purchase Order lags behind the requirement for beginning work by two (2) to six (6) weeks.

47. **Question:** In these times of shortages of IT professionals, is there a plan to speed the process from approval and acceptance of a candidate by the client through receipt of authorization to begin work (purchase order receipt) by the vendor?

**Answer: No.**

4.1.8 The Vendor will provide Agencies of the Commonwealth with an itemized invoice setting forth the specific tasks on which work was accomplished, the purchase order number, the number of fully burdened hours expended, and the individual's name and rate against which the invoice is submitted..... Upon acceptance by the vendor of an Agency issued Purchase Order, Invoices must be submitted on a monthly basis for work expended and shall be approved by hiring Agency and Fiscal Officer prior to payment.

48. **Question:** Does this require an invoice be submitted for each consultant or can agency request for multiple consultants be combined on a single invoice.

**Answer: An invoice must be submitted for each consultant**

4.1.9 In the event Vendor's personnel are required by the Commonwealth to travel away from regularly Commonwealth assigned work locale to perform related tasks, the Commonwealth will reimburse the Vendor actual out-of-pocket expenses in accordance with the Commonwealth Travel Regulations, Reimbursement Rates for Mileage, Meals and Incidental Travel Expenses. Such reimbursement shall not exceed the rates set forth in state Travel Regulations. Use of state-owned materials and vehicles is not reimbursable.

49. **Question:** Does the Purchase Order have to restate this section or is reimbursement for expenses considered covered if the agencies have referenced the contract on the PO?

**Answer: Reimbursement for expenses considered is covered if the agencies have referenced the contract on the PO.**

#### 4.1.10

The Commonwealth reserves the right for each hiring agency to establish minimum hardware and software equipment requirements for information technology professionals. The Agency is not responsible for providing hardware and software equipment for off-site and offshore personnel.

50. **Question:** Who is responsible for the provision of software and hardware equipment when an IT professional is contracted for an off-site or offshore assignment under the terms of a contract resulting from the RFP?

**Answer:** Arrangements can be made with the agency in the purchase order. If the agency chooses not to provide software and hardware equipment, the vendor will be responsible for providing it.

51. **Question:** How will the established minimum hardware and software requirement list be provided?

**Answer:** Do not understand the question of 'how', but the requirement list will be provided by the agency.

#### 4.1.13

Should Vendor's information technology professional(s) be removed due to sickness, re-employment, failure to satisfactorily perform his or her assigned duties, the replacement will perform his/her duties for a period of ten (10) working days at no cost to the Commonwealth. This period of time is provided for the new information technology professional to become familiar with the Commonwealth's program(s) and his/her relationship to the overall system.

52. **Question:** Can this be negotiated with the agency? 10 days may be excessive for some categories of positions.

**Answer:** This is a mandatory requirement and cannot be negotiated with the agency.

53. **Question:** Will the Commonwealth provide notice of unsatisfactory performance, with a remedy period, before ordering the removal of an employee? Will the purchase order define acceptability standards for each position on the task?

**Answer:** These are questions that can be answered through procedures established with the agency upon receipt and acceptance of the purchase order.

#### 4.1.14

Details general work hours and excludes State holidays etc.

54. **Question:** How should the vendor address those periods of unannounced excusal from work, i.e., when the Governor closes agencies early prior to certain long weekends or holidays

when the period is not a planned holiday for the State? May the vendor still work “on site” and bill the client for hours performed?

**Answer: Work hour arrangements must be approved by the agency.**

55. **Question:** We understand that the hours expended during working hours and those outside of normal hours, with sufficient advance notice, will be charged at the same billing rate specified in the purchase order. Over-time hours, hours worked in excess of 40 hours within a calendar workweek approved in advance by the hiring agency, will be charged at a different rate (ex. Time and a half) as specified in the purchase order. Is this correct?

**Answer: No. There is no reference to time and a half in paragraph 4.1.14.**

**Working over 40 hours must be approved by the agency. Overtime does not equate to charging time and a half.**

4.1.16.a

The return of the RFP with a coversheet and all addenda acknowledgements, if any, signed and filled out as requested by the vendor's authorized signatory representative.

56. **Question:** Does every page of the RFP have to be returned as a part of the offeror's proposal submission or only those pages that require explicit action on the part of the offeror during the preparation of the proposal.

**Answer: No, every page does not have to be returned. However, every item requesting response must be returned. Some items are included in Section 1. All items in Sections 2, 4, 5, and 6, and Appendices A, B, C and G must be returned.**

4.1.16

57. **Question:** This item refers to additional proposal format requirements. Are these to be read along with Section 1.18?

**Answer: Yes.**

- 4.1.15      b. “A written narrative statement addressing each paragraph in the following Sections of the RFP: Section 2., General Vendor Information; Section 4., Statement of Needs; and Section 5., Desirable Requirements.”

4.1.16

58. **Question:** Section 4 basically states a variety of “Vendor Responsibilities.” How should bidders respond to this section in the proposal?

**Answer: The responses should be 'will comply' or 'will not comply'.**

4.2 Statement of Needs (Responsibility of Authorized user):

4.2.3 The hiring agency will be requested to submit to the DIT contract officer annually, an evaluation of the Vendor.

59. **Question:** Will the agency evaluations submitted to DIT be available to the vendors?

**Answer:** No determination has been made as yet. However, for contract administration we would anticipate making available those reports.

4.2.4 The Commonwealth reserves the right to refuse payment for hours expended which were not fully burdened and for hours expended on work that is subsequently determined by the Commonwealth to be unacceptable.

60. **Question:** Please define “fully burdened” as it is used in this section.

**Answer:** Rates that have all components totaled. Examples of components are IFA, and travel. The vendor is to provide a fully burdened hourly rate which will be inclusive of all components necessary for the vendor to provide the services. A portion of evaluation is based on ‘pricing’ and each vendor is to provide fully burdened rates so as to be comparable. The fully burdened hourly rates will be valid for one year after award and then may be adjusted as per Section 7 of the Basic Ordering Agreement.

61. **Question:** Will the purchase order define acceptability standards? Will the determination be through an objective or subjective process?

**Answer:** Standards will be determined by the agency.

SECTION 6: PRICE SCHEDULE

6.0

62. **Question:** Is it mandatory to bid all three rates (on-site, off-site, and off-shore) for each category?

**Answer:** No.

6.1:

63. **Question:** What are the definitions, with respect to customer site/vendor site, of ‘on-site’, ‘off-site’, and ‘offshore’.

**Answer:** On-site: The contractor is located at the agency site. Offsite: The contractor is located on a site not specified by the agency, i.e. the vendor’s location, contractor’s home. Offshore: The contractor is located outside of the continental United States. COV will not incur any additional costs for OCONUS.

### 6.1.2

Proposal prices shall be ..... the Basic Ordering Agreement.

64. **Question:** What percentage increase is allowed or has been allowed as a typical standard annual increase in the rates? What factors have generally been allowed in the computation of the annual increase of rates?

**Answer:** See P.46. Price Increases. Price increases are controlled by the Employment Cost Index of the US Bureau of Labor Statistics.

### 6.2.1

65. **Question:** The defined service categories do a good job of covering a large number of functional I/T services areas of which the Commonwealth might have requirements. However, they do not address, nor make allowance for, any defined skill levels. While the RFP does specify that the base rates are for less skilled staff, it does not eliminate the expectation of the agencies that they will pay the lower rate regardless of a candidate's skill level. A lot of misunderstandings and negotiating could be eliminated if the Commonwealth will consider adding segmented rate ranges according to skill level. For instance, split the ranges in thirds with the lower third being for junior level staff, the middle third for average level and the upper third being for those with senior level experience. Note that we are not suggesting that skill level be determined by years experience but by technical ability. An attribute that should be determined by the Vendor and confirmed, by the agency, through the interview process.

**Answer:** Each vendor may submit a justification for rate ranges, but it is not required and will be considered additional information only.

## SECTION 7: BASIC ORDERING AGREEMENT

66. **Question:** Does section seven need to be included as part of the RFP response or does that section come into play once the contract has been awarded?

**Answer:** After the contract has been awarded.

## ARTICLE I:

67. **Question:** Should the contractor consider this effort to be an ID/IQ contract based upon T&M rates?

**Answer:** See section 7, Page 28 of Article I.3. Contract can be either Fixed or T&M.

68. **Question:** Should the acceptance of terms and conditions to Section 7 appear in the technical proposal or the cost proposal?

**Answer: Acceptance of Section 7 T&Cs should be in the technical proposal. The preferable way to address this item is in a cover letter stating “XYZ Co.’ comprehends and accepts all ‘mandatory T&Cs verbatim’.**

ARTICLE II, 1:

69. **Question:** Referring back to page 15, Section 4, 4.1.6, at what point in the procedure outlined in Article II, will the Vendor be able to commence work, when the Order is received, or only after it has been signed, sent back to the agency (Customer) and subsequently return back to the Vendor?

**Answer: Page 15, §4.1.6 identifies the condition wherein the vendor is not authorized to commence work on any project until the vendor has been provided a written order issued under this contract. Page 28, Article II, paragraph 1 delineates the procedure for establishing a written order. As stated in the RFP, the vendor may commence work only after a written order has been duly executed.**

ARTICLE IV – INVOICING AND PAYMENT

3. A maximum of fifteen percent (15%) of each Fixed Price invoice may be withheld pending completion and acceptance of the total project.

70. **Question:** Will the Commonwealth of Virginia entertain a statement of requirements for final project acceptance?

71. **Answer: Each individual Work Order may describe “acceptance” in whatever detail is mutually agreed. However, no Work Order may usurp or other wise change the mandatory terms and conditions of the Basic Ordering Agreement (“BOA”).** ARTICLE V – MANDATORY TERMS AND CONDITIONS

72. **Question:** Is the language stated in the Mandatory Terms and Conditions (Article V), specifically Paragraphs 26, 27, and 38, final? The language seems to adequately cover the Commonwealth's interests but does not completely address the interests of the Contractor.

**Answer: Yes.**

No.12 Payment

1.a.Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/ contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).

73. **Question:** This section does not match Article IV – Invoicing and Payment 1.a. What are the mandatory items that must be shown on an invoice?

**Answer: The mandatory items to be shown on the invoice at listed in Article IV. The few items mentioned in Article V are included in Article IV, i.e. purchase order number, Federal employer ID number.**

No. 20. Announcement of Award:

Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the purchasing agency will publicly post such notice on \_\_\_\_\_ for a minimum of ten days.

74. **Question:** Where will the award be posted?

**Answer: The award will be made after negotiations, and posted in the DIT lobby of 110 So. Seventh Street, Acquisition Services Division.**

No. 22. Contractor's Report of Sales

75. **Question:** Regarding the statement "The reported Contract sales value must include the Industrial Funding Adjustment", does this mean that you want a separate line item on our report for each individual item or merely an additional line at the bottom of the report showing the total value of the contract and the associated IFA?

**Answer: The statement as you quote states in part "The reported Contract sales value must include the Industrial Funding Adjustment...". This means that the Contract sales value must include the Industrial Funding Adjustment.**

No. 23. Industrial Funding Adjustment

76. **Question:** Do you anticipate the IFA percentage will change over the course of the contract as the revenue level obtained from this contact becomes evident?

**Answer: No**

No. 25. Risk of Loss



77. **Question:** This paragraph states that the “Vendor shall insure that additional copies of the work are available at the Vendor’s office.” Since this would in many cases necessitate that the vendors obtain backups of system files, libraries, and databases, does the Commonwealth propose that we will have access to this data as well as the time and resources of operations staff necessary to perform these backups? In certain cases this could also include removing confidential information from the site and possibly making copies of copyrighted software. Please clarify the intent of this requirement.

**Answer:** The first sentence of the paragraph states in part, “All work, including data, ...”. Any written order whereby deliverables are identified would be considered “work”. The deliverables, or work, would need to have additional copies available at the Vendor’s office.

#### No. 23. Industrial Funding Adjustment

It is the intent of the Commonwealth to capture 2% of all sales, including temporary reduced, fire sales, one time sales, trade ins, promotional items that have been marked down and all sales to the Commonwealth under this Agreement.

78. **Question:** Is there a cap?

**Answer:** The first sentence of the last paragraph states in part, “It is the intent of the Commonwealth to capture 2% of all sales...” There is no cap.

#### ARTICLE V

##### No. 13.

79. **Questions:** What are the requirements for including a Subcontractor in our proposal:

**Question:** Do they need to be named?

**Answer:**No.

**Question:** Do we need to describe their organization and capabilities?

**Answer:** No.

**Question:** Do we include their numbers in the Table in Appendix G (Vendor Qualification Form)?

**Answer:** No

**Question:** If so, are we supposed to fill-out a separate Appendix G form, and a separate Table in Appendix G, for each Subcontractor?

**Answer:** No

## ATTACHMENT 1

### PROCEDURE FOR ORDERS:

The customer shall be provided a written or telephonic request set forth the tasks and/or required skills of the position(s). The Contractor, upon receipt of the request, shall Provide Customer with the resumes of Contractor's qualified and available personnel within seventy-two (72) hours from the date of the request.

80. **Question:** It states that the Contractor upon receipt of the request shall provide customer with resumes of qualified and available personnel within seventy-two hours. It is stated in 4.1.13 that the vendor has 10 or 15 days. Please make clear the response time the vendor has to provide qualified personnel for a request.

**Answer: 4.1.13 refers to replacing a resource on an existing P.O. only. The mandatory requirement is 10 days. Procedure of Orders statement referring to 72 hours for receipt of resumes for a new P.O. is superceded by Item 4.1.3 which it 15 days.**

81. **Question:** Please clarify the rates to be provided are for 1 year with the opportunity to negotiate rate increases each year or are we providing 1 rate to cover the life of the contract.

**Answer: Please refer to P. 46, Price increases.**

82. **Question:** The Payment of Invoices paragraph (p. 44) lists the Contractor Furnished Transportation as \$.27 per mile. The Federal Government rate for this is \$.345 per mile. Has the Department of Accounts' Lodging guideline been adjusted since the publication of this solicitation? If not, given the current and future costs associated with fuel, will consideration be given to the current rate employed by the Federal Government? Additionally, the lodging rate is \$136 per night. Given the locations of possible work, will the rate be adjusted to accommodate various locations where work will be performed? For example, the hotel rates are considerably higher in Northern Virginia than in Richmond.

**Answer: See Section 4.19. The limits quoted on P. 44 set a maximum amount to be spent for any location.**

83. **Question:** The Termination paragraph (p. 46) states that replacements will perform for a period of ten (10) working days at no cost to the customer. Will this cost become billable should the individual (replacement) demonstrate their ability to perform at the level required by the assigned task(s)?

**Answer: No.**

## APPENDICES

### APPENDIX A – INSTRUCTIONS FOR CONTRACTS WITH SMALL BUSINESS AND BUSINESS OWNED BY WOMEN AND MINORITIES

84. **Page A2, paragraph 2** relates to “women owned” business use. Is the requirement to identify the business accomplished in the past, plan for the future on this contract, or both?

**Answer: Both**

#### Appendix A Instructions for Providing Information Pertaining to Contracts with -----

The United States Small Business Administration publishes Established Size Standards, which define whether a business entity is small and, thus, eligible for Government programs and preferences reserved for "Small Business" concerns. There is no mention of number of employees. Most of the information industry categories on the SBA's Established Size Standards table stipulate annual gross receipts of 5 million dollars or less.

A definition provided on DIT's *Vendor Application for Registration Form* (page 4) states that a Small Business is an organization containing 100 or fewer employees or having less than 1 million dollars in gross receipts per year.

85. **Question:** Which definition applies?

**Answer: The definition on DIT's Vendor Application Form prevails and is taken from the COV Agency procurement and Surplus Property Manual.**

## APPENDIX D --

Information Technology Support Service Category Descriptions.

86. **Question:** Under Service Category 8, Consulting Services -- Middleware Integration, can you clarify whether or not this job description includes developers of those packages (such as Oracle, SAP, PeopleSoft, etc) or do those jobs fall under Category 1 -- Computer Programming Services?

**Answer : Category 8 . To develop middleware, the developer must have programming knowledge of both languages, however the application of both languages, plus any specialized middleware language/concepts, and the skill of integrating them is what makes this category unique.**

#### APPENDIX D and APPENDIX G

**87. Question:** The categories do not match up. Which is the correct sequence of categories?

**Answer:** Appendix D is correct. Item 23, IT Support Staff Operations, is listed as item 35 in Appendix G. The corrected version of Appendix G. will be submitted to the website <<http://asd.state.va.us>> as an amendment.

**88. Question:** Which Appendices are to be returned with the proposal and which Appendices are for review and use post award? Can the Appendices that are to be returned be recreated in the response document or must the exact page be extracted, typed into and then returned with the bid response?

**Answer:** Appendices A, B, C and G must be returned with the proposal. No appendices are required for review and post award. Returned appendices can be recreated in the response document.

**89. Question:** What is a actual or estimated dollar volume of the contract?

**Answer:** The Commonwealth cannot provide an estimate at this time.

**90. Question:** What is the estimated number of contractors placed annually on the 19 existing contracts?

**Answer:** The Commonwealth cannot provide an estimate at this time.

#### APPENDIX E – COMPUTING ENVIRONMENT

**91. Question:** Appendix E is a list of computer environment hardware platforms not referenced in the RFP. Should it be used for completion part H of Appendix F, the ITSS professional qualification form?

**Answer:** For your information only.

#### APPENDIX F—ITSS PROFESSIONAL QUALIFICATION FORM

**92. Question:** Appendix F ITSS Professional Qualifications Form

1. In the form instructions, "Item B. Employer", there is a reference "(See Section IV., C., 3)". What is the source document for this reference?

2. Are vendors required to submit any ITSS Professional Qualifications Forms with their RFP response?

**Answer:** Disregard reference to 'Section IV.C.3'. This will be removed in the next amendment. Please refer to Section 2.1.7 ITSS Staff Qualifications for the required information.

93. **Question:** Appendix F has two slightly different resume layouts. Which one is the preferred format for the resumes being submitted with this RFP?

**Answer: part 1 of Appendix F defines each field in the subsequent pages which is the form layout.**

APPENDIX G -- VENDOR QUALIFICATION FORM  
and page 10, Section 2.1.5, letter B.

94. **Question:** On the table in APPENDIX G, under the second column entitled "Average Length of Time at Placement", will our calculations for this average include:

1) The total amount of time the consultant has been at a particular placement (doing the same job), even if the placement began before the year 2000? Or

2) Only the amount of time he/she was at his/her placement during the year 2000?

**Answer: Option 1 is correct. "No. of contractors Placed during last calendar year" includes contractors carried over from previous year. "Average length of time at placement" includes total time at the same job regardless of years at placement.**

**AMMENDMENT: The correct answer is Option 2. Appendix G must reflect the calendar year 2000 only.**

Appendix G (Vendor Qualification Form), the Table, Column titled 'Number of Contractors Placed During Last Calendar Year':

95. **Question:** Please confirm that the period requested is January to December 2000;

**Answer: Yes**

96. **Question:** Please clarify the meaning of "placed": does this include all consultants who worked on projects for our clients during Calendar Year 2000?

**Answer: Yes**

97. **Question:** Please confirm if the number is to be the total number of contractors placed or the total number of placements?

**Answer: Total number of placements**

98. **Question:** If an employee worked on two different projects during the year, how should the employee be counted in the table if: (1) Both projects were for the same Service Category;

**Answer: Employee can be counted 2 times.**

99. **Question:** (2) The projects were for different Service Categories.

**Answer: Employee can be counted once per service category, only if the vendor has a P.O. for this employee per service category.**

100. **Question:** If one or more of our staff on a project (placement) were subcontractors, should we include those staff in our counts for this table?

**Answer:** No

101. **Question:** Appendix G, the Table, Column titled 'Average Length of Time at Placement' - Is this the average length of time during Calendar Year 2000, or for the entire life of the engagement?

**Answer:** during Calendar Year 2000.

Appendix G, the Table, Column titled 'Average Hourly Rate':

102. **Question:** Is this the average hourly rate during Calendar Year 2000, or for the entire life of the engagement/placement, which could span multiple calendar years?

**Answer:** The average hourly rate during Calendar Year 2000

103. **Question:** How should average hourly rate be expressed for Fixed Price engagements?

**Answer:** We are not requesting information on Fixed Price engagements.

104. **Question:** It seems from reading the RFP that the quote is geared to staff augmentation or long-term projects. Will this RFP be used for short-term projects such as the implementation of a Citrix server farm and the support associated with that or is that covered under a separate RFP.\

**Answer :** The quote is geared to staff augmentation only. Projects of any size will not be considered in this RFP.

105. **Question:** In Appendix G vs. 6.2.1 and 6.3.1 and 6.4.1, one of the categories has been moved. IT Support Staff – Operations was listed at number 23 in the other documents, but in Appendix G it was moved to 35.

**Answer :** Appendix G will be corrected to reflect the listing found in Appendix D. An amendment will be submitted on the DIT Web site.

## GENERAL INFORMATION QUESTIONS

106. **Question:** How does the Commonwealth of Virginia intend to use this contract in conjunction with the new eVA initiative? Will the eVA fee of 1% be in addition to the IFA fee of 2%?

**Answer: This issue has not yet been resolved.**

107. **Question:** What was the value expended in 2000, or 2001 YTD, against the previous ITSS contracts?

**Answer: This information is not available.**

108. **Question:** Will the criteria weights posted at the close of business March 23, 2001 at The Department of Information Technology office also be posted on the DIT web site?

**Answer: No. The weights will be posted at The Department of Information Technology office**

109. **Question:** What is the rationale behind increasing the number of labor categories from 27 listed in the old RFP to 36 in the new RFP?

**Answer: The RFP has presented more labor categories that were presented in the original RFP and they are skill oriented rather than position oriented.**

110. **Question:** Have you established an anticipated start date for this contract?

**Answer: The third quarter of 2001.**

111. **Question:** If awarded this contract, and, during the length of the contract, we acquired additional IT skills, can we add to the original service category offerings to more fully meet the Commonwealth's IT needs?

**Answer: No. This will have to be done through another competitive procurement.**

112. **Question:** Can the Commonwealth provide a softcopy of the RFP in Word or RTF format?

**Answer: No, we cannot provide softcopies of the RFP.**